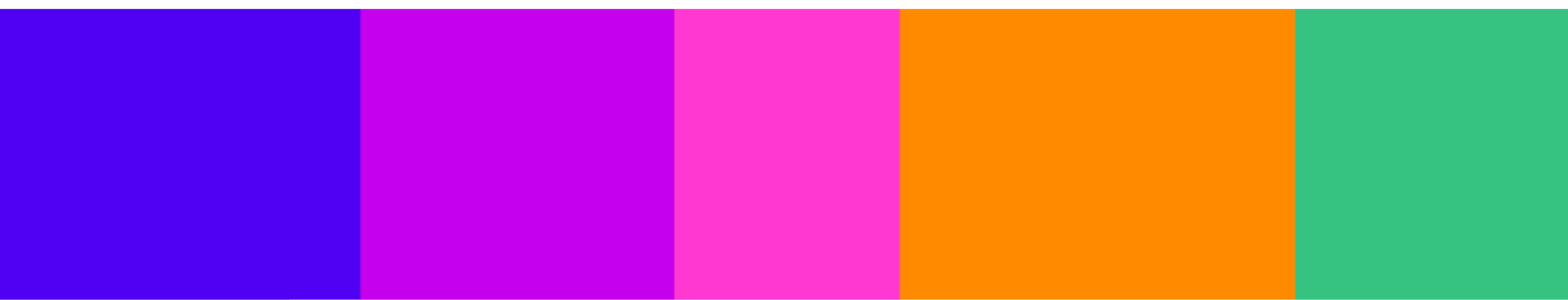


Your response

Question	Your response
<p>Question 1: Do you agree that we have identified the correct aims, supporting principles and features of the USO? Do you consider that these should continue to be respected as far as possible when assessing potential changes to the USO?</p>	<p>yes</p>
<p>Question 2: Do you agree with our assessment of the direction of change in postal needs of residential (including vulnerable) users and SMEs? Are there other factors relevant to their future demand which we have not considered?</p>	<p>No. I think you've based them on the belief that we currently have a working postal service where everyone is getting daily deliveries and items are arriving on time, this is not the case. Basically, what you are proposing is already happening. We only get 3 deliveries a week now some get less, items are not arriving on time and haven't been for at least a year. 1st class post does not arrive on time, and in some instances second post arrives quicker, we are not getting Saturday deliveries.</p>
<p>Question 3: Do you agree with our assessment of the bulk mail market? Are there other factors relevant to its future evolution which we have not considered?</p>	<p>No. depends on what is included in "bulk mail. I volunteer at a talking newspaper for the blind we send out about 400 mailings a week are these too considered bulk mailings?</p>
<p>Question 4: Are there specific events/changes that could trigger a significant change in demand for large mail users, including public services?</p>	<p>Yes, major IT problems/power cuts etc lack of infrastructure to cope with electronic mailings etc. this is particularly the case in rural areas and in the North of the country . we do not have the infrastructure and broadband speeds are much lower. It is like a different country.</p>
<p>Question 5: Do you agree with our proposed approach to estimating the financial burden of the USO?</p>	<p>No.</p>



Question	Your response
<p>Question 6: Do you agree with our considerations regarding the unfairness of the financial burden of the USO?</p>	<p>No, I do not. Your whole report seems to be based on the assumption that the Royal Mail is fulfilling it's USO now and that the service is running smoothly. It is not and hasn't been for at least the last two years. What you are proposing is happening already.</p>
<p>Question 7: Do you agree with our considerations regarding the impact of the financial burden of the USO?</p>	<p>No.</p>
<p>Question 8: Do you agree with our analysis of the different options available to change the USO and the impact of those changes on residential (including vulnerable) users, SMEs and bulk mail users? If not, please explain why and set out any option(s) which we have not considered.</p>	<p>No. reducing the number of deliveries would mean that our talking Newspaper service would not be feasible. We are already having horrendous problems with deliveries and items being returned to us. We have approximately 300 mailing pouches and their contents lost in the mail. we cannot claim for them as they are not tracked. Each one costs us £5. The "First class" articles for the blind service takes anything from 1 day to 1 week. Our service has been and is still being adversely impacted. This has been going on for over a year. We have been providing our service for over 40 years without any problems but the current situation has had a serious financial impact on our small, self-funding charity. This is before you reduce the number of delivery days.</p>
<p>Question 9: Which option(s) do you consider would be most appropriate to address the challenges we have identified, while also ensuring that users' needs are adequately met?</p>	<p>You should cancel First class service, no one can afford the stamps, and everything is treated as second class as it is (I've been told this by several Royal Mail employees) Reduce the top directors bonuses and pay, make it performance related. Put the Royal Mail back into public ownership so it is not working to make profits for shareholders who do not invest it back into the service. Also you do not seem to acknowledge anywhere in the document that the huge increase in stamp prices may be a significant factor in the drop in letter numbers, people can not afford it during a cost of living crisis. The people in charge of the post office lack vision and are out of touch, you should get rid of them, they are only there to make a profit for themselves and their shareholders. Return the mail to public ownership because having it run as a private company has been a disaster.</p>

Question	Your response
<p>Question 10: Do you have any other views about how the USO should evolve to meet users' needs?</p>	<p>You should consult the public and the staff who are delivering the service to and working with the public every day. Do not talk to shareholders & CEOs who are in offices in the London bubble, this is not a true representation. Well done Ofcom for producing a report that has obviously been produced to support their ideas and intentions. also if you were serious in getting the input of the general public, the service users (rather than multi-million pound companies etc) you would have your public consultation meetings in every town in the country rather than London, Cardiff etc .Having only meetings in these areas means that you are deliberately excluding the majority of the population and also those people who are going to be severely impacted by these changes specifically the elderly , disabled etc. Royal Mail is a national service so all areas of the nation should be given the opportunity to give their feedback not just those who can travel or live in the capital cities.</p> <p>If you go ahead with these proposals , it should lose its Royal warrant as it does not deserve it, instead of being a service the nation is proud of it has become a national embarrassment. The staff who deliver and sort our mail however are brilliant and we should be proud of them, it is a pity they are not valued by their bosses as much as they are by their local communities' doubt these proposals are another way of making even more staff redundant thereby ensuring that the "new " proposals do not serve the general public but the CEOs and their shareholders.</p>

Please complete this form in full and return to futurepostalUSO@ofcom.org.uk.